

In the Specification

Please delete the section entitled "BRIEF DESCRIPTION OF DRAWINGS" and replace the deleted section with the replacement section, set forth below. A marked-up version of this section, showing the changes thereto is enclosed in an attachment.

BRIEF DESCRIPTION OF DRAWINGS

The invention will be better understood when consideration is given to the following detailed description thereof. Such description makes reference to the annexed drawings wherein:

Figure 1 is a flow chart depicting multiple coding methods for conveying various information relating to a system such as web architecture framework;

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Figure 2 is a flowchart illustrating the method for identifying redundancies and omissions among components of a web based architecture in accordance with one embodiment of the present invention;

Figure 3 is a flowchart providing more detail of the method for identifying redundancies and omissions among components of a web based architecture in accordance with one embodiment of the present invention;

Figure 4 is a flowchart illustrating the method of conveying which components of a system are required for implementation of technology in accordance with one embodiment of the present invention;

Figure 5 is a flowchart providing more detail of the method of conveying which components of a system are required for implementation of technology in accordance with one embodiment of the present invention;

Figure 6 is a flowchart illustrating the method of prioritizing components of a system that are required for implementation of technology in accordance with one embodiment of the present invention;

Figure 7 is a flowchart providing more detail of the method of prioritizing components of a system that are required for implementation of technology in accordance with one embodiment of the present invention;

Figure 8 is a flowchart illustrating the method of indicia coding system components to be delivered in different phases in accordance with one embodiment of the present invention;

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Figure 9 is a flowchart providing more detail of the method of indicia coding system components to be delivered in different phases in accordance with one embodiment of the present invention;

Figure 10 is a flowchart illustrating the method of comparatively analyzing network entities in accordance with one embodiment of the present invention;

Figure 11 is a flowchart providing more detail of the method of comparatively analyzing network entities in accordance with one embodiment of the present invention;

Figure 12 is a flowchart illustrating the method for selling products in accordance with one embodiment of the present invention;

Figure 13 is a flowchart providing more detail of the method for selling products in accordance with one embodiment of the present invention;

Figure 14 is a flowchart illustrating the method of identifying various components of a system for building, management, and support purposes in accordance with one embodiment of the present invention;

Figure 15 is a flowchart providing more detail of the method of identifying various components of a system for building, management, and support purposes in accordance with one embodiment of the present invention;

Figure 16 is a flowchart illustrating the method for mapping products or services in a network framework in accordance with one embodiment of the present invention;

Figure 17 is a flowchart providing more detail of the method for mapping products or services in a network framework in accordance with one embodiment of the present invention;

Figure 18 is a flowchart illustrating the method of identifying alliances among a plurality of business entities in accordance with one embodiment of the present invention;

Figure 19 is a flowchart illustrating the method for planning the testing of network components in accordance with one embodiment of the present invention;

Figure 20 is a flowchart providing more detail of the method for planning the testing of network components in accordance with one embodiment of the present invention;

Figure 21, divided into the partitions Figures 21A-21F, is an illustration of one implementation of operations 10 and 24 of Figure 1;

Figures 21A-21F provide a detailed illustration of one segment of the implementation of operations 10 and 24 of Figure 1, as partitioned in Figure 21;

Figure 22 is an illustration of one implementation of operations 10 and 24 of Figure 1;

Figure 23, divided into the partitions Figures 23A-23F, is an illustration of one implementation of operations 12, 20, 22 and 26 of Figure 1;

Figures **23A-23F** provide a detailed illustration of one segment of the implementation of operations **12, 20, 22** and **26** of Figure 1, as partitioned in Figure **23**;

Figure **24**, divided into the partitions Figures **24A-24F**, is an illustration of one implementation of operations **14, 16** and **18** of Figure 1;

Figures **24A-24F** provide a detailed illustration of one segment of the implementation of operations **14, 16** and **18** of Figure 1, as partitioned in Figure **24**;

Figure **25**, divided into the partitions Figures **25A-25F**, is an illustration of one implementation of operations **14, 16, 18** and **30** of Figure 1;

Figures **25A-25F** provide a detailed illustration of one segment of the implementation of operations **14, 16, 18** and **30** of Figure 1, as partitioned in Figure **25**;

Figure **26**, divided into the partitions Figures **26A-26D**, is an illustration of one implementation of operation **22** of Figure 1.

Figures **26A-26D** provide a detailed illustration of one segment of the implementation of operation **22** of Figure 1, as partitioned in Figure **26**;

Figure **27**, divided into the partitions Figures **27A-27F**, is an illustration of one implementation of operation **28** of Figure 1;

Figures **27A-27F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure 1, as partitioned in Figure **27**;

Figure **28**, divided into the partitions Figures **28A-28F**, is an illustration of one implementation of operation **28** of Figure 1;

Figures **28A-28F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure **1**, as partitioned in Figure **28**;

Figure **29**, divided into the partitions Figures **29A-29F**, is an illustration of one implementation of operation **28** of Figure **1**;

Figures **29A-29F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure **1**, as partitioned in Figure **29**;

Figure **30**, divided into the partitions Figures **30A-30F**, is an illustration of one implementation of operation **28** of Figure **1**;

Figures **30A-30F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure **1**, as partitioned in Figure **30**;

Figure **31**, divided into the partitions Figures **31A-F**, is an illustration of one implementation of operation **28** of Figure **1**;

Figures **31A-31F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure **1**, as partitioned in Figure **31**;

Figure **32**, divided into the partitions Figures **32A-32F**, is an illustration of one implementation of operation **28** of Figure **1**;

Figures **32A-32F** provide a detailed illustration of one segment of the implementation of operation **28** of Figure **1**, as partitioned in Figure **32**;

Figure **33**, divided into the partitions Figures **33A-33F**, is an illustration of one implementation of operation **28** of Figure **1**;

Figures 33A-33F provide a detailed illustration of one segment of the implementation of operation 28 of Figure 1, as partitioned in Figure 33;

Figure 34, divided into the partitions Figures 34A-34B, is an illustration of one implementation of operation 28 of Figure 1.

Figures 34A-34B provide a detailed illustration of one segment of the implementation of operation 28 of Figure 1, as partitioned in Figure 34;

Figure 35 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

B1 Figure 36 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 37 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 38 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 39 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 40 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 41 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 42 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 43 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 44 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 45 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 46 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 47 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 48 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 49 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 50 is an illustration of an architecture diagram for one implementation of operation 28 of Figure 1;

Figure 51 is a schematic diagram of a hardware implementation of one embodiment of the present invention;

Figure 52 is an illustration of the Integrated Development Environment Architecture (IDEA).

Figure 53 is an illustration showing a Development Organization Framework in accordance with one embodiment of the present invention;

Figure 54 is an illustration showing a security organization functional according to one embodiment of the present invention;

Figure 55 is an illustration showing the responsibilities of an Environmental Management Team;

B/ Figure 56 is an illustration showing the responsibilities of an Application Team structure;

Figure 57 is an illustration showing a model migration plan in accordance with one embodiment of the present invention;

Figure 58 is an illustration showing a single release capability development pipeline in accordance with one embodiment of the present invention;

Figure 59 is an illustration showing a multiple release capability development pipeline in accordance with one embodiment of the present invention;

Figure 60 is an illustration showing a multiple release capability development pipeline with code base synchronization among three pipelines;

Figure 61 is an illustration showing a Development Tools Framework in accordance with one embodiment of the present invention;

Figure 62 is an illustration showing information captured in the Repository and reused;

Figure 63 is an illustration showing the Repository's central role in the development environment;

Figure 64, divided into the partitions Figures 64A-64B, is an illustration showing an Operational Architecture Framework in accordance with one embodiment of the present invention;

Figures 64A-64B provide a detailed illustration of an Operational Architecture Framework in accordance with one embodiment of the present invention, as partitioned in Figure 64;

B1 Figure 65, divided into the partitions Figures 65A-65F, is a block diagram of a Web Architecture Framework in accordance with one embodiment of the present invention;

Figures 65A-65F provide a detailed illustration of a block diagram of a Web Architecture Framework in accordance with one embodiment of the present invention, as partitioned in Figure 65;

Figure 66 is a flowchart illustrating the commerce-related web application services in accordance with one embodiment of the present invention;

Figure 67 is an illustration of one embodiment of the present invention for facilitating a virtual shopping transaction;

Figure 68 is an illustration of one embodiment of the present invention for facilitating a virtual shopping transaction by comparing different products and services;

Figure 69 is an illustration of one embodiment of the present invention for creating a hierarchy of the features of the items selected in accordance with the customer's profile;

Figure 70 is an illustration of one embodiment of the present invention for facilitating a virtual shopping transaction by ascertaining needs of a user;

Figure 71 is an illustration of one embodiment of the present invention for facilitating a virtual shopping transaction by generating a solution based on the requirements of the user;

Figure 72 is an illustration of one embodiment of the present invention for allowing a user to customize an item for purchase in a virtual shopping environment;

Figure 73 is an illustration of one embodiment of the present invention for advertising in a virtual shopping environment;

Figure 74 is an illustration of one embodiment of the present invention for advertising in a virtual shopping environment;

Figure 75 is an illustration of yet another embodiment of the present invention;

Figure 76 is an illustration of one embodiment of the present invention for automatically generating a contract between an owner of software and a user of the software;

Figure 77 is an illustration of one embodiment of the present invention for automatically generating a contract between an owner of software and a user of the software

Figure 78 is a flowchart illustrating the content channels-related web application services in accordance with one embodiment of the present invention;

Figure 79 is a flowchart illustrating the customer relationship management-related web application services in accordance with one embodiment of the present invention;

Figure 80 is a flowchart illustrating a profile management service of the customer relationship management-related web application services in accordance with one embodiment of the present invention;

Figure 81 is a flowchart illustrating a profile management service of the customer relationship management-related web application services in accordance with one embodiment of the present invention;

Figure 82 is a flowchart illustrating the content management and publishing-related web application services in accordance with one embodiment of the present invention;

Figure 83 is a flowchart illustrating the education-related web application services in accordance with one embodiment of the present invention;

Figure 84 is a flowchart illustrating one manner of generating an educational curriculum in the education-related web application services in accordance with one embodiment of the present invention;

Figure 85 is a flowchart illustrating one manner of generating an educational curriculum in the education-related web application services in accordance with one embodiment of the present invention;

Figure 86 is a flowchart illustrating the web customer-related web application services in accordance with one embodiment of the present invention;

Figure 87 is a flowchart illustrating one component of the web customer-related web application services in accordance with one embodiment of the present invention;

Figure 88 is a flowchart illustrating the security services in accordance with one embodiment of the present invention;

Figure 89 is a flowchart illustrating the network services in accordance with one embodiment of the present invention;

Figure 90 is a flowchart illustrating the internet services in accordance with one embodiment of the present invention;

Figure 91 is a flowchart illustrating the client services in accordance with one embodiment of the present invention;

Figure 92 is a flowchart illustrating the data services in accordance with one embodiment of the present invention;

Figure 93 is a flowchart illustrating the integration capabilities in accordance with one embodiment of the present invention;

Figure 94 is a flowchart illustrating the miscellaneous services in accordance with one embodiment of the present invention;

Figure 95 is a flowchart illustrating the directory services in accordance with one embodiment of the present invention;

Figure 96 is a flowchart illustrating the management and operations services in accordance with one embodiment of the present invention; and

Figure 97 is a flowchart illustrating the web developer services in accordance with one embodiment of the present invention.

Please replace the second full paragraph on page 14 with the replacement paragraph set forth below:

B2 As shown in Figure 1, the presentation method of the present invention first includes displaying a pictorial representation of a system, i.e. web architecture framework, including a plurality of components. Note operation 10. Next, in operations 12-30, the pictorial representation is indicia coded in order to demonstrate any one or more of various aspects of the system. Such indicia coding may take the form of color coding, texture coding, shading coding, or any other coding which is capable of conveying the desired information.

Please replace the first full paragraph on page 15 with the replacement paragraph set forth below:

B3 Figure 21 shows an example of the aforementioned pictorial representation, or "base chart". In the example where the system is a web architecture framework, such pictorial representation depicts all of the application capabilities and associated infrastructure services required to establish a comprehensive web presence. A plurality of components are shown which are necessary to afford various activities over the Internet. Such components may include: an electronic commerce component, a content channels component, an administrative component, a customer relationship management component, a content management and publishing services component, an education related services component, and a web customer service component. More detail about these and other components is provided below and with reference to Figure 65. In one embodiment, the pictorial representation may be used alone in order to convey various services which would be provided in a business offering.

Please replace the second full paragraph on page 15 with the replacement paragraph set forth below:

B4 To create such a pictorial representation, referring to Figure 22, each of the primary components of the system, such as the components listed above, are arranged for display in operation 62. Examples of primary components shown in Figure 21 include "Security Services", "Commerce", and "Data Services". Preferably, the primary components are grouped under descriptive headings, as in operation 63. Examples of such headings shown in Figure 21 are "Web Application Services" and "Common Web Services". Each of the primary components is formed of a group of secondary components. In operation 64, each set of secondary components is positioned towards or over each of the primary components in such a manner that a viewer would visually associate a group of secondary components with the proper primary component. A legend may be provided in operation 65 to provide reference as to what the indicia coding represents. Finally, in operation 66, the components and legend are displayed.

Please replace the last paragraph on page 15-~~first~~ paragraph on page 16 with the replacement paragraph set forth below:

B5 With reference to Figure 1, operation 12 includes indicia coding in order to provide a diagnostic presentation of a past, current, and/or desired web presence. By this method, redundant efforts and omissions among the components of a particular implementation of a web architecture framework may be effectively conveyed. An example of indicia coding in accordance with the present description is shown in Figure 23. As shown, components of the web architecture framework without shading indicate that such components are omitted in the framework (i.e., not provided by services of any vendor). On the other hand, components of the web architecture framework with multiple types of shading indicate redundancy in such components (i.e., provided by services of more than one vendor). To accomplish this, referring to Figure 2, operation 31 determines at least one area of an existing network framework in which redundancies and omissions of business efforts exist. Operation 32 presents a pictorial representation of the existing network framework including a plurality of components, such as the pictorial representation shown in Figure 21. Then, in operation 33, the redundancies and

B5

omissions are highlighted by indicia coding the components of the existing network that reside in the area.

Please replace the first full paragraph of page 16-~~first~~ paragraph on page 17 with the replacement paragraph set forth below:

B6

In one exemplary method to determine whether an area of an existing network framework has redundant or omitted components, a database may be created which includes a listing of all of the components of the area. See operation 31a of Figure 3. Also, listings of all services provided by vendors that correspond to the components of that area of the framework are created in the same or a second database in operation 31b. Then, the listing of the components is compared with the listing of the vendor services corresponding to those components in operation 31c to determine whether and how many vendors supply services to each particular component. A third listing is created in operation 31d. The third listing lists components not being provided by a vendor service. These components have been omitted by business efforts of the vendors. A fourth listing is created in operation 31e. The fourth listing includes all of the components that are provided by services of more than one vendor. These components are being served by redundant business efforts. Alternatively, the fourth listing could include components that are provided by more than one service of the same vendor. A pictorial representation, such as is shown in Figure 21, is prepared, as described above in operation 32. Then, referring to Figure 23, each vendor is assigned a unique indicia coding. Each of the components provided by a vendor service is indicia coded to indicate which vendor or vendors provide the services, as performed in operation 33. Any component omitted in the framework has no indicia coding, while any components having redundant business efforts have multiple types of indicia coding.

Please replace the first full paragraph of page 17 with ~~the~~ replacement paragraph set forth below:

Operation 14 of Figure 1 includes indicia coding for effectively conveying which components of a system are required for implementation of technology using the web architecture framework, thereby affording a project definition and an implementation plan. See also Figure 4. Operation 34 of Figure 4 displays a pictorial representation of a system including a plurality of components, again, such as the pictorial representation shown in Figure 21. Then the components of the system are indicia coded in order to indicate required components for the implementation of the system. See operation 35. An example of such indicia coding is shown in Figure 24. As shown, components of the web architecture framework without indicia coding indicate that such components are not required for implementation of technology using the web architecture framework. In contrast, components of the web architecture framework with indicia coding represent components which are required for implementation of the technology. In the present description, such technology may relate to any sort of use of the web architecture, i.e. specific commerce implementations, etc.

Please replace the second paragraph of page 17 with the replacement paragraph set forth below:

In one exemplary method to determine which components are required for the implementation of the system in order to indicia code them in operation 35, a database may be created which includes a listing of all of the components of the system. See operation 35a of Figure 5. Also, listings of all components of the framework necessary to the implementation of the system are created in the same or a second database in operation 35b. Then, the listing of the entire set of components is compared with the listing of the required components in operation 35c. In operation 35d, any components that match are indicia coded on the pictorial representation created in operation 34.

Please replace the last paragraph of page 17-first paragraph of page 18 with the replacement paragraph set forth below:

139 As shown in operation 16 of Figure 1, the indicia coding may be further employed to indicate priority of implementation for components of the system. First, a priority is identified among the plurality of components required for implementation of a predetermined technology. See operation 36 of Figure 6. To accomplish this, referring to Figure 7, a listing of all of the components required for implementation of the technology using an existing network framework is compiled in operation 36a. Priority may be determined based on a requirement that certain components be in place before other components will perform properly. In such case, primary components, which should or must be installed before other secondary components will function properly, are positioned forward of, or in an otherwise prioritized relation to, the secondary components in the listing in operation 36b. Further, any tertiary components that should or must be installed after a particular secondary component should be positioned below the corresponding secondary component on the listing, as in operation 36c. Thus, the listing provides a particular order in which the components of the network framework should or must be installed. It should be noted that this procedure can be followed for any particular area of the network framework or the entire network as a whole.

Please replace the first full paragraph of page 18 with the replacement paragraph set forth below:

110 Then, referring back to Figure 6, a pictorial representation of the existing network framework and its components is generated in operation 37. Operation 38 indicia codes a first component or components of the existing network framework in order to indicate that the first component is a primary component, as selected in operation 36b, which must be implemented first. Operation 39 indicia codes a second component and any remaining components of the existing network framework in order to indicate that the second component and remaining components are secondary components, as determined in operation 36c, and must be implemented after the first component. For example, second components which should be provided only after other necessary first components are in place may be distinguished from the primary components by having indicia coding

B10 unique with respect to the indicia coding of the first components, and likewise for tertiary components, etc.

Please replace the last paragraph of page 18-first paragraph of page 19 with the replacement paragraph set forth below:

B11 Further, indicia coding may indicate particular phases in which components of the system are delivered, and more particularly the order of delivery of various components of the web architecture framework. Note operation 18 in Figure 1. Referring to Figure 8, operation 40 displays a pictorial representation of an existing system including a plurality of components. Then, in operation 41, a first set of components that are to be delivered in a first phase are selected and presented by indicia coding the same. To perform operation 41, for example, referring to Figure 9, components of the system that are required to create the base framework of the system are selected to be delivered in the first phase in operation 41a. Further, in operation 41b, the remaining components are separated into primary and secondary components, in which the primary components must be installed before the secondary components in order for the secondary components to function properly. The primary components may also be selected to be delivered in the first phase in operation 41c. Finally, in operation 42, a second set of components that are to be delivered in a second phase are selected and presented by indicia coding the same in a manner unique with respect to the indicia coding of the first set of components. Such second set of components may include some or all of the secondary components found in operation 41b. Referring to Figure 25, an exemplary first set of components is identified in the legend under "First Delivery". In Figure 25, second and third sets of components are identified in the legend under "Second Delivery" and "Third Delivery".

Please replace the last paragraph of page 19-first paragraph of page 20 with the replacement paragraph set forth below:

B12

Operation 20 of Figure 1 includes indicia coding for effectively comparing a plurality of entities which, in the present description, may refer to any organization including, but not limited to vendors, companies, and/or any other community or the like. In one embodiment, the present method may allow architecture definition and/or software/vendor assessment. In such embodiment, the components of the system are indicia coded in order to compare the services or products such as software of prospective third-party vendors who may stand alone, be part of a partnership, etc. In particular, operation 43 of Figure 10 determines the structure and/or organization of a current network framework. Operation 44 displays a graphical depiction of the current network framework and a plurality of components thereof, such as the graphical depiction shown in Figure 21. A comparative analysis of the vendors is presented with indicia coding that highlights aspects of (i.e., services provided by) the vendors. See operation 45. The presentation of the comparative analysis is accomplished in operation 45a of Figure 11 by assigning each vendor a unique indicia coding. In operation 45b, a database is created that includes all of the products and services of at least two vendors of web-based products or services. The products and services in the database are compared to the components of the network framework in operation 45c. In operation 45d, each component that matches a service or product offered by a vendor is indicia coded on the graphical representation created in operation 44, with the indicia coding corresponding to the vendor of the service. Then a visual comparison of the services offered by each vendor in relation to the entire network framework may be made. Figure 23 shows one way the present method may be implemented.

Please replace the last paragraph of page 20 with the following replacement paragraph set forth below:

B13

Operation 22 of Figure 1 is provided for effectively conveying which of the components and capabilities of a system have products and services available for sale, thereby serving as a selling tool. This is accomplished by indicia coding the components of the system in order to show which of the components has services and products that can be provided. In particular, referring to Figure 12, operation 46 determines the organization and

B13
components of an existing network framework. A database is also created which includes a compilation of all of the products and/or services offered by the various components. Operation 47 defines a plan which includes improvements to the existing network framework. For example, in operation 47a of Figure 13, a target market is selected based on buying habits, age, gender or some other criteria. In operation 47b, a sales program is tailored to appeal to the target market by selecting only specific components having products or services likely to be purchased by the target market. Then, in operation 47c, the products or services related to the chosen components are chosen to be offered for sale.

Please replace the second paragraph of page 21 with the replacement paragraph set forth below:

B14
Figure 23 shows an example of operation 22 of Figure 1. As shown, various available components are indicia coded. As an option, the available components, or capabilities, may be broken down in a bulleted format. Note Figure 26, which is exemplary of a bulleted list of components. It should be noted that such a list may be provided for any combination of components, including all of the components. As an alternative to selecting products and services to sell, the present invention may specifically indicate which specific capabilities are available to potential clients or customers. As such, the present method of indicia coding is effective in showing such prospective clients or customers a comprehensive view of what it takes to implement solutions. Further, new opportunities may be identified through assessment of the displayed information.

Please replace the third full paragraph of page 21 with the replacement paragraph set forth below:

B15
In various other embodiments, the present invention may be used to clearly articulate all the services that would be provided in any type of new business offering. In operation 24 of Figure 1, the components of the system are indicia coded in order to convey information regarding building, managing, and/or supporting the various components of

B15
the system. As such, various capabilities may be conveyed in any type of business offering. A pictorial representation of an existing system including a plurality of components is displayed in operation 50 of Figure 14. Figure 21 shows an example of such a pictorial representation.

Please replace the second full paragraph of page 22 with the replacement paragraph set forth below:

B16
In more detail, referring to operation 51a of Figure 15, a database is created having three areas each adapted to contain a group of components of the system. In operation 51b, components of the existing system that are used for building the components of the system are selected and placed in a first group of components in the first area of the database. These components are indicia coded on the pictorial representation in operation 51 of Figure 14. In operation 51c, components of the existing system that are used for managing the system and its components are selected and placed in a second group of components in the second area of the database. These components are also indicia coded on the pictorial representation, in operation 52 of Figure [1H]14, but with a unique indicia coding. In operation 51d, components of the existing system that are used for supporting other components of the system are selected and placed in a third group of components in the third area of the database. These components are indicia coded on the pictorial representation, also with a unique indicia coding, in operation 53 of Figure 14.

Please replace the last paragraph of page 22-first paragraph of page 23 with the replacement paragraph set forth below:

B17
Further, the present invention may be employed in product development planning to communicate where new products fit into an overall architecture picture. As shown in operation 26 of Figure 1, this is accomplished by indicia coding the components of the system in order to convey information pertaining to which components of a system products or services relate. As such, the present embodiment identifies where various products or services are focused in a system. Note Figure 23 which is representative of

B17
an example, where "Vendor 1", "Vendor 2", etc. each represent a service or product. Operation 26 is performed by determining a plurality of network products or services relating to components of a current network framework and presenting the components of the current network framework in a pictorial representation. See operations 54 and 55 of Figure 16. Operation 56 identifies the components of the current network framework to which each of the network products or services relate by indicia coding the components.

Please replace the first full paragraph of page 23 with the replacement paragraph set forth below:

B18
In one example of operation 26, a first database is created in which selected services are compiled. See operation 56a of Figure 17. In operation 56b, a second database is created. The second database has each of the services offered by the current system grouped by system component. The two databases are compared in operation 56c, and the components which have services matching the services of the first database are listed in operation 56d. The listed components are indicia coded on the pictorial representation in operation 56e.

Please replace the second full paragraph of page 23 with the replacement paragraph set forth below:

B19
In operation 28 of Figure 1, one embodiment of the present invention identifies alliances among various business entities in certain components of a system. To accomplish this, the components of the system are indicia coded to indicate in which components of the system alliances exist between various business entities, i.e. companies, etc. This enables one to effectively discern how to use products in the components of the system where such alliances exist. The procedure for performing operation 28 begins by identifying at least one alliance among a plurality of business entities in terms of components of a current network framework. Note operation 57 of Figure 18. A pictorial representation of the current network framework and the components is displayed in operation 58. Operation 59 conveys the alliance or alliances by indicia coding the components of the

B19 current network framework in which the alliance or alliances exist. More detail is provided below.

Please replace the last paragraph of page 23-first paragraph of page 24 with the replacement paragraph set forth below:

B 20 Finally, in operation 30 of Figure 1, it is shown that one embodiment of the present invention may be used in test planning or the like. This is accomplished by indicia coding the components of the system in order to convey the manner in which the components of the system are to be tested. An example of such technique is shown in Figure 24. The present invention has a broad applicability across all industry groups through customization of the pictorial representation and indicia coding. In operation 60 of Figure 19, a pictorial representation of an existing network framework including a plurality of components is displayed. In operation 61, the components of the existing network framework are indicia coded in order to convey a plan by which the components of the system are to be tested. Looking to Figure 20, it is seen that one method of performing operation 61 includes devising a plan for testing the system. See operation 61a. The plan may be based on administrator or programmer testing specifications. In operation 61b, a plurality of components are selected for testing based on the plan. The selected components are then indicia coded on the pictorial representation in operation 61c. Thus, a pictorial depiction of the testing plan is created.

Please replace the second full paragraph of page 24 with the replacement paragraph set forth below:

B34 Referring again to operation 28 of Figure 1, and more particularly to Figures 18 and Figures 27-34, it is seen that Figure 27 provides an exemplary pictorial representation of various components of a web architecture framework, each component being represented by a box. Three business entities are represented in this example as Business1, Business2, and Business3. Each business entity has a unique indicia coding, as shown in the legend. Indicia coding is provided in each component box that has related products or

B21
services offered by a business entity. For example, in the Security Services section, the Browser Based Authentication component has all three types of indicia coding. Thus, all three of the business entities provide products or services related to that component. Also in the Security Services section, the Virtual Private Networks component has only two types of indicia coding. Referring to the legend, it is seen that only Business1 and Business2 offer products or services related to that particular component. For clarity, Figures 28, 30, and 32 are provided to illustrate the products or services offered by each individual entity.

Please replace the last paragraph of page 24-first paragraph of page 25 with the replacement paragraph set forth below:

B22
The legends of Figures 29, 32, and 33 illustrate the particular services provided by Business1, Business2, and Business3, respectively. (The chart on the following pages provides more detail as to the services provided by each entity.) Each service has a unique indicia coding, as shown in the legend. Indicia coding is provided in each component box that has a component provided by that service. Looking to Figure 29 in this example, it is seen that Business 1 offers 13 types of services. The Secure Browser Communication component of the Web Services component of the Web Architecture Framework is provided by eight of the services offered by Business1: Netra/ISP Server Bundles, System Management Tools, Business/Java Web Servers, News Server/Forum, Directory Services, Business.net, the Browsers, and the Wallet/Card/eCheck Service.

Please replace the first full paragraph of page 25 with the replacement paragraph set forth below:

B23
Figure 34 is an exemplary data page which provides even more detail for selected components of the Web Architecture Framework. It should be noted that such data pages may be provided to include each of the various components and subcomponents. Each component box has indicia coding again representative of the services which provide that particular component. Alongside each component are various operations associated with

B23 that component. Smaller boxes are provided adjacent each operation, one box for each service providing the main component. If a service performs the particular operation, indicia coding representing that service is provided in one of the boxes adjacent that operation. If the service does not perform the particular operation, its representative indicia coding will not appear in a box adjacent that operation.

Please replace the second full paragraph of page 25 with the replacement paragraph set forth below:

B24 Figures 35 through 50 illustrate exemplary architectures of various components of the systems of Business1 and Business2. These Figures also correlate with the appropriate portions of the following chart.

Please replace the first line of page 26 with the replacement paragraph set forth below:

B25 1.1 Business1

Please replace the first line of page 33 with the replacement paragraph set forth below:

B26 1.2 Business2

Please replace the first line of page 37 with the replacement paragraph set forth below:

B27 1.3 Business3

Please replace the second full paragraph of page 39 with the replacement paragraph set forth below:

028 A preferred embodiment of a system in accordance with the present invention is preferably practiced in the context of a personal computer such as an IBM compatible personal computer, Apple Macintosh computer or UNIX based workstation. A representative hardware environment is depicted in Figure 51, which illustrates a typical hardware configuration of a workstation in accordance with a preferred embodiment having a central processing unit 70, such as a microprocessor, and a number of other units interconnected via a system bus 71. The workstation shown in Figure 51 includes a Random Access Memory (RAM) 73, Read Only Memory (ROM) 74, an I/O adapter 75 for connecting peripheral devices such as disk storage units 76 to the bus 71, a user interface adapter 78 for connecting a keyboard 79, a mouse 80, a speaker 81, a microphone 82, and/or other user interface devices such as a touch screen (not shown) to the bus 71, communication adapter 83 for connecting the workstation to a communication network (e.g., a data processing network) and a display adapter 84 for connecting the bus 71 to a display device 85. The workstation typically has resident thereon an operating system such as the MICROSOFT WINDOWS NT or WINDOWS/95 Operating System (OS), the IBM OS/2 operating system, the MAC OS, or UNIX operating system. Those skilled in the art will appreciate that the present invention may also be implemented on platforms and operating systems other than those mentioned.

Please replace the first full paragraph of page 49 with the replacement paragraph set forth below:

029 Figure 52 is an illustration of the Integrated Development Environment Architecture (IDEA). The Integrated Development Environment Architecture provides a development environment framework and associated guidelines that reduce the effort and costs involved with designing, implementing, and maintaining an integrated development environment. IDEA takes a holistic approach to the development environment by addressing all three Business Integration components: organization, processes, and tools.

Please replace the first full paragraph of page 51 with the replacement paragraph set forth below:

730
Figure 53 is an illustration showing a Development Organization Framework in accordance with one embodiment of the present invention. When designing a business application, it is crucial to keep in mind the organization that will use the system. The same is true of the development environment. The development organization's size, structure, experience, and maturity should strongly influence the choice of tools and the way the tools are integrated. If this link is not understood, the benefit of tool support will be minimal in many areas, and may significantly reduce productivity.

Please replace the sixth full paragraph of page 53 with the replacement paragraph set forth below:

31
Figure 54 is an illustration showing a security organization according to one embodiment of the present invention. A Security Management Team may have a security management 300, under which are an administration team 302, a projects & planning team 304, and a business process security team 306. The size of the Security Management team, and the way in which it is integrated into the development organization depends on the degree to which security is a factor for each specific environment. For example, the security risks associated with an Internet-based online banking system are far greater than those of a fully isolated client/server system, and therefore warrant a larger team with broader responsibilities and greater influence.

Please replace the second full paragraph of page ~~59~~ with the replacement paragraph set forth below:

32
To ensure that this area receives the necessary attention, an Environment Management team 400 should be assigned these tasks. Figure 55 is an illustration showing the Environmental Management Team responsibilities.

Please replace the sixth full paragraph of page 60 with the replacement paragraph set forth below:

33

The Application team **500** consists of three separate subteams: Application Architecture **502**, Application Development **504**, and System Test **506**. Figure **56** is an illustration showing the Application Team structure and responsibilities.

Please replace the third full paragraph of page 86 with the replacement paragraph set forth below:

34

Stages and their constituents exist as a result of certain user and technical requirements. The technical requirements are derived from the user requirements. It is crucial to develop a migration plan that maps out the progression on configuration packages throughout the systems development life cycle. Figure **57** is an illustration showing a model migration plan in accordance with one embodiment of the present invention.

Please replace the fourth full paragraph of page 86 with the replacement paragraph set forth below:

35

The Figure **57** model allows the development and testing of architecture components independent of application components. The Technology Architecture team can develop **600**, assembly test **602**, and system test **604** their components before delivering them to the development environment for the application developers. This ensures that the architecture is thoroughly tested before being used by the Application teams. The model also illustrates the progression of architecture and application components through the systems development life cycle. The application developers can then develop **606**, assembly test **608**, and system test **610** their components before user acceptance tests **612**. The model is a temporal one and thus suggests that architecture must be present at a given stage before the introduction of application components.

Please replace the third full paragraph of page 89 with the replacement paragraph set forth below:

B36
The pipeline strategy for a program must incorporate code base synchronization. Code base synchronization must occur among the three pipelines to ensure that the three code bases eventually result in one version in production. Figure 60 is an illustration showing a multiple release capability development pipeline with code base synchronization 900 among three pipelines.

Please replace the first full paragraph of page 117 with the replacement paragraph set forth below:

B37
Figure 61 is an illustration showing a Development Tools Framework in accordance with one embodiment of the present invention. The development environment is built upon an integrated set of tools and components, each supporting a specific task or set of tasks in the development process. As with processes and organization, the central component, System Building, is supported by the eight management components:

Please replace the seventh full paragraph of page 117 with the replacement paragraph set forth below:

- B38
- **Release Management tools 208** manages the simultaneous development of multiple releases

Please replace the second full paragraph of page 118 with the replacement paragraph set forth below:

- B39
- **Process Integration tools 1006** enforce the correct sequencing of tasks and tools in conformance with a pre-defined methodology

Please replace the first full paragraph of page 133 with the replacement paragraph set forth below:

B40
The repository may need to be extended by the Engagement team to support custom objects defined by the Application Development team. Some repositories support user-

B40 defined objects as part of the base functionality. Others allow customization of the repository by the user while some are not designed for customization at all. If the repository requires extensive customization, a buy versus build decision may be required.

Please replace the eighth full paragraph of page 137 with the replacement paragraphs set forth below:

B41 Figure 62 is an illustration showing information captured in the Repository and reused.

Please replace the first full paragraph of page 188 with the replacement paragraphs set forth below:

Tools such as MS WORD, MS POWERPOINT, or ABC FLOWCHART (MICROGRAFIX) applications, may be used to produce these deliverables. Specific modeling tools do exist, however, and provide advantages such as cross referencing (for example, are all the methods used in the Interaction diagrams described in the class definitions?), automatic propagation of changes to other diagrams, generation of reports, and generation of skeleton code.

B42 Please replace the fourth full paragraph of page 190 with the replacement paragraph set forth below:

- C++
-

Please replace the fifth full paragraph of page 208 with the replacement paragraph set forth below:

B43 The platform(s) that must be supported, i.e., MS-DOS, WINDOWS, IBM OS/2, UNIX, or UNIX MOTIF, are an important consideration, as are any hardware restrictions.

Please replace the first full paragraph of page 216 with the replacement paragraph set forth below:

B44 Frameworks may be found on the market which provide generic components for general business processes such as general ledger, sales order processing, inventory management or product distribution. For example, IBM San Francisco offers business components for the Java environment.

Please replace the third full paragraph of page 237 with the replacement paragraph set forth below:

B45 Such tools include dynamic analyzers and execution logs. The Test Execution platform may differ from the development platform if development is conducted in one environment (for example, WINDOWS NT workstations) and deployed on a different environment (UNIX workstations).

Please replace the second full paragraph of page 242 with the replacement paragraph set forth below:

B46 As shown in Figures 64A-64B, the Operations Architecture is a combination of tools, support services, procedures, and controls required to keep a production system up and running efficiently. Unlike the Execution and Development Architectures, its primary users are the system administrators and the production support personnel.

Please replace the fifth full paragraph of page 258 with the replacement paragraph set forth below:

B47 The scheduler will communicate with other schedulers on other systems to run a in a close relationship with the ability to support multiple heterogeneous platforms: MVS, WINDOWS NT, UNIX, and AS/400.

Please replace the second full paragraph of page 268 with the replacement paragraph set forth below:

B49 The product should support multiple heterogeneous platforms: WINDOWS NT, AS / 400, MVS and UNIX.

Please replace the first full paragraph of page 296 with the replacement paragraph set forth below:

B49 The supporting infrastructure is the subset of operating systems, utilities, languages, and protocols used to support the management of the system. The supporting infrastructure is most often determined by the execution and development environments and the business applications on the system. It is necessary to ensure that the other components of the operational architecture are compatible with the existing supporting infrastructure. This limits the number of possible tool set solutions. Examples of operating systems include HP-UX, AIX, SOLARIS, SCO, NOVELL NOS, MVS, OpenVMS, NT and DOS. Examples of support utilities include PS, GREP, IBCOPY, TAR, CPIO and clock correlation. Examples can be broken down according to their function within the OSI model. Session protocols include SNMP, CMIP, FTP, and RPC. Transport protocols include TCP and UDP. Network protocols include IP and IPX. Data-Link protocols include Token Ring, Ethernet, X.25, ATM, SONET, and Frame Relay.

Please replace the first full paragraph of page 305 with the replacement paragraph set forth below:

350 The foregoing development and operation architecture framework of Figures 2-64 may thus be employed in the generation of an Internet architecture framework like the one shown in Figure 65 to support various features such as an electronic commerce component 1400, a content channels component 1402, an administrative component 1404, a customer relationship management component 1406, a content management and publishing services component 1408, an education related services component 1410, or a web customer service component 1412.

Please replace the last paragraph of page 319-first paragraph of page 320 with the replacement paragraph set forth below:

B51 One embodiment of the present invention, as shown in Figure 66, is provided for affording a combination of commerce-related web application services. Various features are included such as allowing purchase of products and services via a displayed catalog in operation 1500. As an option, a virtual shopping cart environment may be provided. Further, in operations 1502 and 1504, data, i.e. specifications, details, etc., relating to the products and services are displayed along with a comparison between different products and services. Data relating to needs of a user may also be received for the purpose of outputting a recommendation of the products and services based on the inputted needs. See operation 1506. Optionally, features of the products and services may be selected in operation 1508 based on user profile in order to configure a specifically tailored product or service. Alternatively, features of the products and services may be listed in order to allow the user to configure a specifically tailored product or service. Operation 1510 allows one or more of the products or services to be advertised. Yet another aspect of the present invention includes outputting an estimate relating to a price and/or availability of the products and services. Note operation 1512. Further, in operations 1514 and 1516, an order for the products and services may be received and processed, after which a tax and a shipping fee are calculated. A status of delivery for one or more of the ordered products and services may be provided in operation 1518.

Please replace the last paragraph of page 326-first paragraph of 327 with the replacement paragraph set forth below:

B52 Referring to operation 1500 of Figure 66, one embodiment of the electronic commerce component of the present invention is provided for allowing purchase of products and services via a display catalog. The display catalog may display linkable pictures, such as visual representations of products for sale. The display catalog may also display linkable text which could represent a product or family of products, as well as services offered. Other linkable text or pictures could be implemented to provide multiple ways to traverse

B52 the display catalog to ease navigation along a page or between various pages. An exemplary link would include at least one textual or picture link displayed on each page of the display catalog that would permit a user to purchase the good or service shown on that page or associated with a particular good or service displayed on the page. Such link may resemble a shopping cart.

Please replace the last full paragraph of page 327 with the replacement paragraph set forth below:

B53 As shown in Figure 66, operation 1502 outputs data relating to at least one of the products and services. Such data may include details of the products or services as well as specifications. The data and comparisons may be accessed through linking of pages containing the data with linkable pictures and text. For example, a more detailed picture of a particular product illustrating its most salient features may be linked to a smaller or more generic picture of the product on a page displaying various similar products. More links may be used on the page displaying the data to obtain additional detail.

Please replace the third full paragraph of page 328 with the replacement paragraph set forth below:

B54 As shown in Figure 67, one embodiment of the electronic commerce component of the present invention is provided for facilitating a virtual shopping transaction. First, a plurality of items, i.e. products or services, are selected from a database and displayed for purchase in operation 1600. Preferably, the items are displayed in an electronic catalog format. Next, in operation 1602, a user is allowed to select a predetermined set of the items for purchase. For example, each of the items could include a linked picture or text, which a user would then simply click on with a mouse pointer to select the items. Other options include scrollable menus, etc. In operation 1604, a payment is then accepted in exchange for the predetermined set of items. Such predetermined set of items is then stored in operation 1606, thereby allowing the user to collectively select the predetermined set of items at a later time without having to select each of the items

1354 individually. Note operation 1608. The selected items are preferably stored in a database unique to the user. The set of items selected during each shopping session should be stored in a separate listing or file so that the user can individually select particular sets of items. Optionally, the user may be allowed to name each stored set of items for easier identification later. The user may also be permitted to rate or rank the items of a selected set for purposes of refreshing the user's memory when the user later retrieves the set.

Please replace the first full paragraph of page 332 with the replacement paragraph set forth below:

One embodiment of the present invention provides for comparison shopping by utilizing the customer's profile to prioritize the features of a group of similar, competing products, as shown in operation 1504 of Figure 66. The competing products may or may not have been manufactured by competing business entities. More detail is provided in Figure 68.

1355 First, in operation 1610, a customer's profile is developed. This profile may be developed from many sources including customer input, customer buying habits, customer income level, customer searching habits, customer profession, customer education level, customer's purpose of the pending sale, customer's shopping habits, etc. Such information may be input directly by the user, captured as a user uses the network, and may be downloaded periodically from a user's system. Next, in operation 1611, a plurality of items for purchase are displayed, from which the customer is allowed to select multiple, similar items, i.e. products or services to compare in operation 1612. Then, after a set of features of each item is determined in operation 1613, operation 1614 creates a hierarchy of the features of the items selected in accordance with the customer's profile. For example, as shown in Figure 69, a comparison of features based on keywords taken from the customer's profile may be performed in operation 1621. The features would be preassociated with feature keywords in operation 1620. When a keyword input by the user matches a feature keyword, the feature is given priority in operation 1622. Features with feature keywords having multiple matches are given highest priority and ranked according to the number of matches in operation 1623. If no keywords match, the user's words could be analyzed using a thesaurus to find keyword

BS- matches, but these would be given lower priority in operation 1624. Then, in operation 1615 of Figure 68, a comparison table is presented with the features organized in a prioritized manner in accordance with the hierarchy. A particular item may be chosen, and similar competing items would be compared to it. For example, the prices of a service may be compared to the prices of other similar services. The advantages of selected items could also be highlighted against similar competing and noncompeting items.

Please replace the seventh full paragraph of page 333 with the replacement paragraph set forth below:

BSB With reference now to operation 1506 of Figure 66, another embodiment of the electronic commerce component of the present invention is provided for facilitating a virtual shopping transaction by ascertaining needs of a user. A more detailed description is shown in Figure 72. First, needs and requirements of a user are input by the user. Then the needs and requirements are analyzed in operation 1702. Available products are reviewed in Figure 1704 and placed on a list from which one or more items will be selected based on the user input. Next, in operation 1706, a solution is generated based on the requirements of the user after which the solution is displayed, as indicated in operation 1708. Figure 71 provides an example of operation 1706. The items would be preassociated with keywords in operation 1720. In operation 1721, selection of items based on keyword taken from the user input may be performed. When a keyword input by the user matches a keyword associated with an item, the item is displayed in operation 1722. If no keywords match, the user's words could be analyzed using a thesaurus to find keyword matches in operation 1723. A payment is then accepted in exchange for the solution in operation 1710 of Figure 70, as will be discussed in more detail below. It should be noted that in the present description, the solution includes either a product or a service, or both.

Please replace the eighth full paragraph of page 334 with the replacement paragraph set forth below:

B57

In still yet another embodiment, a method, system, and article of manufacture is provided for allowing a user to customize an item for purchase in a virtual shopping environment, as shown in Figure 66, operation 1508. Figure 72 provides more detail. Referring to Figure 72, a plurality of items for purchase are first displayed in operation 1802, as discussed above. Each of the items includes a plurality of available features which are displayed in operation 1803, preferably with the price of each feature, including cost for adding the feature and cost savings for removing the feature. Next, a user is permitted to select the available features of each of the items to be purchased, as indicated in operation 1804. For example, a user may indicate which features of the item the user wants to be included with the item and which items the user wishes absent or removed. If the item is a product, an illustration or picture of the product with only the selected features should be made available so that the user can see the product in various configurations. As an option, a total price and availability may be determined with respect to the selected items and the selected features thereof for display purposes in operation 1806. Further, in operation 1808, payment is accepted in exchange for the selected items and the selected features thereof. It should be noted that in the foregoing description, the items each include either a product or a service or both, and may also include third party products and services.

Please replace the last paragraph of page 346-first paragraph of page 347 with the replacement paragraph set forth below:

B58

One embodiment of the electronic commerce component of the present invention is adapted for advertising in a virtual shopping environment in operation 1510 of Figure 66. Figure 73 illustrates the operation in more detail. In operation 1902, a plurality of items, i.e. products or services, are displayed for purchase. Along with the items being displayed for purchase, or on a subsequent page or pages, advertisement information which relates to at least one of the items displayed for purchase are displayed in operation 1903. Figure 74 provides more detail of operation 1903. The advertisements are preferably preassociated with individual items or may be associated with an entire classes

B58
of items in operation 1910. When the items are selected for display, one or more of the advertisements is automatically displayed as well in operation 1911. In operation 1912, if there are many advertisements, the advertisements are rotated so that each gets an equal amount of display time, or according to the premium paid by the advertiser. A user is permitted to select the items for purchase, as indicated by operation 1904. Payment is then accepted in exchange for the selected items in operation 1905. While the virtual shopping environment is being used, advertisement information may be displayed which relates to at least one of the items for purchase and also relates to the user based on the profile of the user. This is particularly useful where the advertisements are being rotated. Then the advertiser would be billed based upon the number of times its advertisement was shown. Note that the items each include at least one of a product and a service.

Please replace the thirteenth full paragraph of page 349 with the replacement paragraph set forth below:

B59
Next provided is a method, system, and article of manufacture for selectively determining prices and availability of items, i.e. products or services, for purchase in a virtual shopping environment based on a user profile, as performed by operation 1512 of Figure 66. Figure 75 illustrates the operation in more detail. As shown in Figure 75, in operation 2002, a user profile is created from input about a user. The user profile is preferably created in a manner that predicts buying tendencies. The virtual shopping environment is tailored automatically based on the user profile. A plurality of items (i.e., products or services) for purchase are displayed, as discussed above. One example would be selecting at least one item for purchase based on the profile of the user in operation 2004 and displaying those items before other items in operation 2006. For example, the items may be placed in groups, the groups being based on estimated buying tendencies. Then, items from the group most closely matching the user's buying tendency, as determined above, are displayed. Further, the user is allowed to select the items for purchase in operation 2008. Factors that are tailored include price and availability of the items. Payment is then accepted in exchange for the selected items in operation 2010, as discussed in more detail below.

Please replace the fifth full paragraph of page 352 with the replacement paragraph set forth below:

860 Referring to operation 1514 of Figure 66, another embodiment of the electronic commerce component of the present invention receives an order for at least one of the products and services. User information is collected for order processing, including an address for delivery and billing. In the alternative, a user may enter an alphanumeric code representative of a source of currency, such as a credit card number or bank account number. Optionally, the user may be allowed to select a shipping provider other than a default provider. The availability of the desired product is confirmed, as are the price and shipping arrangements. As an option, the invention may require the user to confirm that the desired product or service has been ordered, that the price is satisfactory, and that the desired shipping provider is selected.

Please replace the fifth full paragraph of page 353: with the replacement paragraph set forth below:

B61 As shown in Figure 66, operation 1516 calculates at least one of a tax and a shipping fee for at least one of the items, i.e., products and services, for which the order is received. The tax cost for each order is calculated, and may include a listing of the tax per item. The shipping costs for each item or order may also be calculated, such as by taking into account handling costs, the total weight of the items, the distance to final destination of the items, and the corresponding charges of the shipping provider. An estimate of the delivery date may also be given. It should be noted that mileage and the like could be calculated where services are to be rendered at a location remote to the provider.

Please replace the last paragraph of page 356-first paragraph of page 357 with the replacement paragraph set forth below: ✓

B62 As shown in Figure 76, a method, system, and article of manufacture is provided for automatically generating a contract between an owner of software and a user of the software. First, in operation 2102, a user is allowed to request to utilize a software package after which user input relating to the user is requested and received. See operation 2104 and 2106, respectively. Such information may include identification information such as name, address, etc. In operation 2108, a tailored license agreement is then generated by utilizing the user input. Figure 77 illustrates a procedure for performing operation 2108. In operation 2110, the terms of the license agreement are set forth. Licensor identification information is included in operation 2111. Licensee (user) identification information is set forth in operation 2112. Optionally, verification of identification may be performed in operation 2113, such as prompting a user to enter his or her telephone number and cross referencing the input number with telephone listings.

Please replace the last paragraph of page 367-first paragraph of page 368 with the replacement paragraph set forth below:

B63 Referring to operation 1518 of Figure 66, a status of delivery is output for at least one of the products and services for which the order is received. The order status of a desired order may be checked in real time, especially useful when products are backordered or services have been delayed. Once the items have been shipped, the shipping status may be provided, such as by requesting that the user input a tracking number and retrieving data concerning that number from the shipping provider and displaying the result. Further, the status of an invoice may be checked in real time for, for example, permitting a user to determine whether a payment has been received and the like.

Please replace the first full paragraph of page 376 with the replacement paragraph set forth below:

B64 As illustrated in Figure 65 and denoted by reference numeral 1402, another embodiment of the present invention is provided for affording a combination of content channel-related web application services. More detail is given in Figure 78. Various features are

B64 included such as downloading data in operation 2200 and transmitting data, such as push-technology data, based on user specifications in operation 2202. In operation 2204, a plurality of newsgroups are also provided to which users may subscribe. Content subscriptions are also available. Answers are provided to frequently asked questions (FAQ's) relating to the content-related web application services. See operation 2206. Further, in operation 2208, real time communications are enabled between a plurality of users. In use, the transmission of outgoing electronic mail is coordinated and targeted in operation 2210 while incoming electronic mail is manage and organized in operation 2212. A plurality of templates are provided for publishing data in various forms in operation 2214.

Please replace the first full paragraph of page 377 with the replacement paragraph set forth below:

B65 The present invention includes several download capabilities. See operation 2200 of Figure 78. A common process is used for all downloads. Selected files may be downloaded securely and the success of file downloads are tracked. If an error occurs during downloading, the download is restarted. These features greatly facilitate transactional dependent downloads.

Please replace the eighth full paragraph of page 377 with the replacement paragraph set forth below:

B66 Referring to operation 2202 of Figure 78, push-technology data is transmitted based on user specifications. Preselected messages and content may be sent to customers proactively. Furthermore, applications could be received, installed, and launched automatically without user intervention. For example, a software update could be automatically sent to a user's computer and installed immediately when it becomes available. Also, informal hardware and software audits could be performed automatically or at predetermined intervals.

Please replace the second full paragraph of page 378 with the replacement paragraph set forth below:

B67
Operation 2204 of Figure 78 provides for a plurality of newsgroups to which users can subscribe. Sending and receipt of all media types, including graphics, audio, streaming video, and the like is permitted. A user may also participate in discussions via email. Selected users or an administrator may also be allowed to moderate a forum discussion as well as limit and control membership in a group.

Please replace the first full paragraph of page 379 with the replacement paragraph set forth below:

B68
Referring to operation 2206 of Figure 78, the content channels component of the present invention would also include a component for displaying static answers to popular questions. The questions and answers could be dynamically generated from a knowledge base. Optionally, the questions and answers could be ranked in order from the most to the least viewed or vice versa or could be organized by topic. Also optionally, a search engine could select relevant questions based on a user's input criteria.

Please replace the eighth full paragraph of page 379 with the replacement paragraph set forth below:

B69
Chat capabilities could be included in the content channels component of the present invention. Note operation 2208 of Figure 78. Such capabilities would permit collaborative web touring and URL pasting, for such things as permitting two or more users to simultaneously navigate the web. The invention may notify a user when another user is online. Further, chat rooms could be dynamically created which could restrict access to known users or could permit open public access. Moderated chat sessions would also be allowed. Optionally, the chat capabilities could permit posting and retrieving of public and private messages, such as on electronic bulletin boards.

Please replace the last paragraph of page 379 with the replacement paragraph set forth below:

B7D In operation 2210, shown in Figure 78, the content channels component of the present invention also permits generation of messages which may be sent to selected users at predetermined times or automatically upon occurrence of a particular event. The users may sign up to receive the messages, or they may be selected based on user profiles or a category system. All outbound messages are logged and tracked, as are any responses to those messages.

Please replace the seventh full paragraph of page 380 with the replacement paragraph set forth below:

B7D Inbound e-mail is managed in operation 2212 of Figure 78. All incoming messages are logged, tracked, sorted based on text patterns, and routed to the appropriate destination. For some messages, automated responses may be sent. Other messages would be queued in mailboxes for response. All or selected messages may be stored to build a customer interaction history.

Please replace the twelfth full paragraph of page 380 with the replacement paragraph set forth below:

B7D The content channels component of the present invention also provides for generic and custom template based publishing by displaying selected content and applications based on the profile of a user. Note operation 2214 of Figure 78. Content is obtained from multiple data sources, including static, database, and third party sites. Optionally, the content may be matched to particular users via configurable business rules.

Please replace the first full paragraph of page 381 with the replacement paragraph set forth below:

B73
Another embodiment of the present invention is provided for affording a combination of web application services to manage administration of the web application services. See component 1404 of Figure 65. To accomplish this, information on employment opportunities is managed and organized. Further, information relating to the stock markets and corporate financial information is output. Information on legal services is also provided.

Please replace the sixth full paragraph of page 382 with the replacement paragraph set forth below:

B74
As shown in component 1406 of Figure 65, one embodiment of the present invention is provided for affording a combination of web application services to manage customer relationships. Figure 79 illustrates component 1406 in more detail. As shown in Figure 79, profile data of a plurality of users is managed and organized in operation 2300. Static and dynamic information of interest is provided to each user based on profile data of that user in operation 2302. Further, static and dynamic information of interest is provided to a plurality of users having similar profile data in operation 2304. Information is also located on a network of databases, i.e. the Internet, as a function of the profile data. Feedback is also collected from the users by way of electronic forms and surveys. Note operation 2306. Various event, calendaring and registration services are further provided. For example, operation 2308 reminds the users of upcoming events, a calendar of events is maintained, and the users are permitted to register for the events.

Please replace the last paragraph of Page 382-first paragraph of page 383 with the replacement paragraph set forth below:

B75
One embodiment of the present invention is provided for utilizing all user indicia for the purpose of customizing a user interface. Note operation 2300 of Figure 79. In use, a user profile is developed in operation 2310 of Figure 80. Such user indicia may include any of search requests, products purchased, products looked at but not purchased, products purchased and returned, reasons for returning products, customer stated profile including

income level, education level, stated profession, etc. as well as preferences of the user. Figure 81 illustrates one method for developing a user profile. In operation 2320, user information such as search requests, shopping events, and browsing habits may be collected by the system or by the user's computer for periodic download to the system. All of the user information would be placed in a database in operation 2321 for retrieval when necessary. Thus, a user's buying pattern for a particular type of item can be readily estimated with relative surety in operation 2322 each time a user uses the system. Further, the user's current activities can be logged and entered into the database in operation 2323, thereby ensuring up to the minute accuracy. In operation 2311, an item for purchase with a set of features is selected based on the user profile and is displayed. The item may be selected from a group of items having characteristics that corresponds to a predicted buying pattern of the user. The presentation of the set of features is customized based on the user profile in operation 2312. For example, the features are The user is allowed to select the item for purchase. See operation 2313.

B75

Please replace the first paragraph of page 384 with the replacement paragraph set forth below:

B76

The customer relationship management component of the present invention permits matching of web content and advertisements to specific user profiles. Note operation 2304 of Figure 79. Personalized recommendations are made based on the profile of a user. Cross- and up-selling of products to users based on their profiles is also permitted. Optionally, content matching rules are defined by configurable business rules. In the alternative, metadata and business rules match content to profiles. Also optionally, legacy databases and information may be related to personal profile information.

Please replace the seventh full paragraph of page 385 with the replacement paragraph set forth below:

B77

Referring to operations 2308, 2310, and 2312 of Figures 79 and 80, the customer relationship management component of the present invention includes a calendar of

B77
events, a notification service, and a way to register for upcoming events. Relevant events are selected based on the profile of a user and the user is notified of the time and place of the event. Once the identity of a user has been verified, the registration of the user is accepted. A notice is sent to a user to remind the user of the event for which he or she has registered. The registration function is integrated with commerce functions to permit fee-based registration capabilities, such as permitting online registration via credit card.

Please replace the first full paragraph of page 386 with the replacement paragraph set forth below:

One embodiment of the present invention, illustrated in Figure 65 as component 1408, is provided for affording a combination of content management and publishing-related web application services. In use, referring to Figure 82, content of a data interface, i.e. a web-site, may be developed for accessing data on a network, i.e. the Internet, after which such content is managed in operation. Note operations 2400 and 2402, respectively.

B78
Publishing of the content of the data interface is controlled by precluding transmission or publication of the content until approval in operation 2404. The content of the data interface may also be tested in operation 2406. For example, this may be accomplished by creating a staging and deployment environment in which the data interface is analyzed. Further features include "text-only" rendering and content workflow control.

Please replace the first full paragraph of page 398 with the replacement paragraph set forth below:

B79
The content management and publishing services component of the present invention also manages the content and security of the data interface. Note operation 2402 of Figure 82. Current files are stored along with past changes to documents, source code, and web content. User specific and project specific authorization is assigned to ensure secure administration. File changes among multiple users are reconciled so that accidental code overwriting is avoided. Site maps are generated and metadata is maintained for content.

Please replace the second full paragraph of page 400 with the replacement paragraph set forth below:

B80
The content management and publishing services component also includes localization and translation capabilities. Site updates and maintenance procedures for localization are enabled, and the localization process is tracked. The local web site content manager is alerted to any change in the web site. Also, translation services are provided for single pages to entire web sites. For example, the translation services translate text embedded in images, JAVA, JAVASCRIPT source code and parameters, CGI scripts, database files, email, and ADOBE PDF files to and from each other.

Please replace the first full paragraph of page 401 with the replacement paragraph set forth below:

B81
One embodiment of the present invention is provided for affording a combination of education-related web application services, illustrated as component 1410 of Figure 14. Figure 83 provides more detail. In operations 2500 and 2502 respectively, a curriculum of course offerings is generated from which users are permitted to select, i.e. order, register, etc. Education such as training or the like is carried out over a network such as the Internet in operation 2504. At any given time, a status of the education may be provided, including such things as a listing of the courses completed, scores for the courses completed, a listing of courses for which currently enrolled and the current scores in those courses, a listing of courses required to matriculate, etc. Note operation 2506.

Please replace the fifth full paragraph of page 421 with the replacement paragraph set forth below:

B82
In terms of verbal information, internal requirements are that the learner have a good mastery of linguistic rules and vocabulary in order to understand statements presented, and he or she must also have previously existing "cognitive structures" (Gagne, 1977, p.

B82 40), or structures of meaningfully organized information which will give meaning and context to the new material presented.

Please replace the last paragraph of page 421 to first paragraph of page 422 with the replacement paragraph set forth below:

B83 One external condition is stimulation of the appropriate cognitive structure (usually in the form of an advance organizer). Another is informing the learner of the objective of the learning; this focuses the learner's attention. A third may be repeated hearing or reading of an informational passage; most modern theories concur that more information is assimilated with each repetition (Gagne, 1977, p. 40).

Please replace the second full paragraph of page 423 with the replacement paragraph set forth below:

B84 Attitudes are expressed behaviorally; therefore one internal condition for learning new attitudes is that the learner must have mastered whatever skills or knowledge the behavior requires (e.g., knowledge of the rules in order to enjoy playing chess, etc.) Another internal condition is that the learner must have admiration and respect for people who are seen doing the behavior; this is called "human modeling" (Gagne, 1977, p. 46.) The only external conditions which seem to be effective are that either the learner himself or a human model experiences the effects of an action as "good" or "bad."

Please replace the last paragraph of page 430-first paragraph of page 431 with the replacement paragraph set forth below:

B85 One embodiment of the present invention is provided for automatically generating a student educational curriculum. See Figure 84. First, in operation 2510, educational program offerings are displayed, which a student is allowed to review. Next, in operation 2511, the student is prompted to define his current expertise by completing a student profile (user indicia), which is received by the invention in operation 2512 and used to

1385 generate a user profile in operation 2513. Referring to Figure 85, for example, the student profile may define a current expertise. The education curriculum would be generated based on the current expertise in operation 2520. Then, the student defines his training goal, such as a specific certification or degree (additional user indicia), which is received in operation 2521. Or the training goal may be taken from the student profile in operation 2522. The education curriculum is generated to fulfill the training goal in operation 2523. The student's progress is monitored and revised educational curriculums are produced, when necessary, in operation 2524 based on the monitored progress. Finally, an education curriculum based on the user profile is generated in operation 2514 of Figure 84.

Please replace the eighth full paragraph of page 431 with the replacement paragraph set forth below:

1386 Users may order and register for any educational offering on an interactive interface through operation 2502 of Figure 83. Examples of offerings may include third party training and online training. The interactive interface may be integrated with the commerce component to permit transactional processing when placing an order. For example, a user may sign up for an offered course and pay the tuition by credit card. Alternatively, the commerce component could create a payment schedule which requires that payments be made periodically. Optionally, the registration and ordering components are able to integrate with third party service providers' systems.

Please replace the last paragraph of page 431-first paragraph of page 432 with the replacement paragraph set forth below:

1387 The education related services component of the present invention educates users over a network such as a LAN, WAN, an intranet, the internet, etc. Note operation 2504 of Figure 83. Courses may be taken live, directly from a server, or downloaded to the workstation of a user. Bulletins relating to the courses could be posted on electronic

B87 bulleting boards or electronically mailed to individual students. Tests may also be offered over individual courses as well as entire curriculum.

Please replace the last full paragraph of page 432 with the replacement paragraph set forth below:

B88 Referring to component 1412 of Figure 65, one embodiment of the present invention is provided for affording a combination of customer-related web application services to support a product. More detail is provided in Figure 86. In operation 2600, a user is allowed to register the product. Further, on-line support information is provided about the product. Such support information is provided based on queries. Note operation 2602. As an option, this information may also be afforded by way of a specially managed call center. In addition, in operation 2604, claims may be handled relating to the product. During operation 2606, the users are automatically notified of upgrades and/or problems relating to the product. Consulting services may also be made available.

Please replace the last full paragraph of page 433 with the replacement paragraph set forth below:

B89 Referring to operation 2602 of Figure 86, support information on a product may be searched for based on queries input by a user. Queries may be accepted in natural language format as well as by keyword. The support component may respond with additional questions relating to the matter at hand in an effort to better identify the problem. Solutions may be provided over several mediums, including links to web pages, graphics, illustrations, animations, downloadable software updates and fixes, etc. Also provided may be an online technical library with answers to common questions for quick troubleshooting. For unresolved issues, the user may be asked to create a service case which will be followed up on later by a technician.

Please replace the seventh full paragraph of page 439 with the replacement paragraph set forth below:

790
The web customer service component of the present invention lists warranties for view by a user in operation 2604 of Figure 86. When a user has a product that requires service or return under the warranty, the identity of the user is checked to ensure that the user has registered. The claim made by the user is then checked and compared to the warranty to ensure that the claim meet warranty criteria for the requested service or replacement. Once validated, the claim is routed to the appropriate agent.

Please replace the last paragraph of page 440-first paragraph of page 441 with the replacement paragraph set forth below:

B91
One embodiment of the present invention is provided for affording proactive customer support. Registered users are automatically notified about necessary and optional upgrades. See operation 2606 of Figure 86. Optionally, a description of the upgrade may be included with the notification, along with recommendations about whether or not to install the upgrade. Further, registered users are automatically notified of possible problems or bugs and solutions are suggested, such as configuration changes or downloads.

Please replace the first full paragraph of page 441 with the replacement paragraph set forth below:

B92
Referring to Figure 87, commercial offerings are displayed for a user to review in operation 2610. The user is allowed to select from the commercial offerings in operation 2611. In operation 2612, the user is prompted to enter user indicia, which is received in operation 2613. The sale is completed and the commercial offerings are delivered to the user in operation 2614. The status of the commercial offerings are monitored utilizing the user indicia in operation 2615. In operation 2616, the user is notified of the status of the commercial offerings. The commercial offerings include at least one of products and services

Please replace the fifth full paragraph of page 442 with the replacement paragraph set forth below:

B 93 As shown in component 1414 of Figure 65, one embodiment of the present invention is provided for affording a combination of security-related services. Various features are included, such as permitting remote log in as well as restricting access to various resources to authorized users only. As an option, permission may need to be granted before certain activities are performed by a user or users.

Please replace the sixth full paragraph of page 442 with the replacement paragraph set forth below:

B 94 Referring to Figure 88, operation 2700 allows browser-based authentication with user verification data. In operation 2702, access is granted to application and/or system data based on the user verification data, which may be stored in a user's browser. Virtual private networking is provided in operation 2704.

Please replace the last full paragraph of page 454 with the replacement paragraphs set forth below:

B 95 As shown in component 1416 of Figure 65, one embodiment of the present invention is provided for controlling the network and managing resources. More detail is provided in Figure 83. Features include caching of network content in operation 2800, providing application proxy services the network in operation 2802, managing resources and load balancing such as spreading tasks among servers and rerouting around problems in operation 2804, and managing network objects in operation 2806. Operation 2808 controls at least one of bandwidth and speed of the network. Remote log in and access is provided in operation 2810, and affording firewall services on the network in operation 2812.

Please replace the seventh full paragraph of page 457 with the replacement paragraph set forth below:

As illustrated in component **1418** of Figure **65**, one embodiment of the present invention is provided for affording a plurality of internet-related services. Among the features included are the actual uploading of web pages to users' computers, encrypting data for secure transmission, storing and transmitting files, processing requests and executing programs, and routing email.

Please replace the last paragraph of Page 457-first paragraph of Page 458 with the replacement paragraph set forth below:

In more detail, it is seen in Figure **90** that operation **2900** provides HTTP page rendering over a network framework. In operation **2902**, secure browser communication over the network framework is enabled. Electronic mail transport services over the network framework are afforded in operation **2904**. In operation **2906**, file transfer services over the network framework are provided. Information of online events is gathered and logged during online sessions over the network framework in operation **2908**. Applications may also be interfaced via predetermined protocols over the network framework. See operation **2910**.

Please replace the first full paragraph of page 463 with the replacement paragraph set forth below:

As shown in component **1420** of Figure **65**, one embodiment of the present invention is provided for affording a plurality of client service-related services. Referring to Figure **91**, among the features included are managing client verification data for user authentication purposes in a network framework in operation **3000**. In operation **3002**, electronic mail capabilities in the network framework are provided. Network framework browsing in the network framework is provided in operation **3004**. File transfer capabilities in the network framework, news reader capabilities in the network

framework, and chat room capabilities in the network framework are provided in operations 3006, 3008, and 3010, respectively. Playback capabilities in the network framework are enabled in operation 3012. Financial transactional capabilities in the network framework are also provided. Note operation 3014.

Please replace the fourth full paragraph of page 464 with the replacement paragraph set forth below:

As illustrated in component 1424 of Figure 65, one embodiment of the present invention is provided for affording a combination of data-related services. Several features are included such as sorting, storing, and transferring data. As shown in Figure 92, in operation 3100 data access from multiple simultaneous data sources over a network framework is provided. Application data is stored over the network framework in operation 3102.

Please replace the last paragraph of page 465-first paragraph of page 466 with the replacement paragraph set forth below:

As shown in component 1422 of Figure 65, one embodiment of the present invention is provided for affording a combination of integration capabilities-related services. Referring to Figure 93, it is seen that many features are provided, including integration with financial and sales systems. See operations 3200 and 3202. Also, human resource systems may be combined over the network framework in operation 3204. Further, integration with call centers, as in operation 3206, and third party systems may also be included.

Please replace the last paragraph of page 468-first paragraph of page 469 with the replacement paragraph set forth below:

As shown in component 1426 of Figure 65, one embodiment of the present invention is provided for affording a combination of miscellaneous capabilities in a web architecture

B101
framework. Referring now to Figure 94, steps included are providing locator capabilities and streaming data over the network framework in operation 3300. Further, searching capabilities are provided over the network framework in addition to logging events and passive profiling. In operation 3302, streaming video and/or audio data is transmitted over the network framework. Various events may be logged over the network framework. Note operation 3304. User profile information is passively managed over the network framework in operation 3306.

Please replace the eighth full paragraph of page 471 with the replacement paragraph set forth below:

B102
As shown in component 1428 of Figure 65, one embodiment of the present invention is provided for affording a combination of directory-related services. In operation 3400 of Figure 95 user profile data is validated in a system. The user profile data in the system is managed in operation 3402 and stored in operation 3404, while network object data in the system is managed in operation 3406 and stored in operation 3408. Community profile data may be assigned to a community including a plurality of users in the system. See operation 3410. Community profile data is validated in the system in operation 3412, managed in the system in operation 3414, and stored in the system in operation 3416.

Please replace the seventh full paragraph of page 473 with the replacement paragraph set forth below:

B103
As illustrated in component 1430 of Figure 65, one embodiment of the present invention is provided for affording a combination of management and operation-related services. Features include billing for usage of particular sites, monitoring site performance, creating and managing user profiles, and scheduling of operations and functions such as software updates.

Please replace the last paragraph of page 473-first paragraph of page 474 with the replacement paragraph set forth below:

Referring to Figure 96, auditing of administrative data in a system is performed in operation 3500. Data from log files in the system is analyzed in operation 3502. In operation 3504, rules and policies are managed in the system. Usage in the system is audited in operation 3506 while billing for the usage in the system is performed in operation 3508. Performance in the system is monitored in operation 3510.

B104 Communities of users may be managed in the system. See operation 3512. In operation 3514, backup capabilities are provided in the system, as is network application staging in operation 3516.

Please replace the last paragraph of page 477-first paragraph of page 478 with the replacement paragraph set forth below:

B105 As shown in component 1432 of Figure 65, one embodiment of the present invention is provided for affording a combination of web development-related services. Various features may be included, such as development tools, utilities, and testing tools, as are provided in operation 3600 of Figure 97. System applications are debugged in operation 3602. In operation 3604, the generation of revisions of the system applications is controlled, and in operation 3606, the operability of the system applications are tested.